**Apprenticeship – Business Administrator Apprentice**

**Working Pattern:** Limited term contract for 18 months, 37 hours a week.

**Location:** Broad Lane, Yate.

**How you’ll make a difference:**

You are instrumental to the Transport division of our StreetCare team. As a Business Administrator Apprentice, you will support the council’s vehicles lifecycle whilst, contributing to collating data from various platforms for the South Gloucestershire Council’s climate emergency planning strategy to reduce the carbon footprint emissions.

**What will you be doing**

* Working alongside our experienced staff, you will assist them in providing a front line service giving an initial response to customers via telephone, email and in person.
* Learning how to prepare documents, mainly in Word and Excel, you will prepare these and other materials to the required standard and follow a clear brief using established formats and software.
* You will have the opportunity to learn how to make routine arrangements for meetings and other bookings, such as vehicle inspections and planned events.
* Day to day, you will provide general admin support to the team such as photocopying, mail sorting and distribution. You will be taught how to check the accuracy of data collected and verify the data with a line manager or colleague.
* The most challenging aspect of your apprenticeship will be collating data in an efficient manner, often with conflicting priorities, alongside gaining basic knowledge of a variety of teams within the Streetcare division.
* Throughout your 18-month apprenticeship, we will allocate you a workplace mentor to give you guidance and support in completing your Level 3 Business Administration. This course requires a weekly day release for 10-12 weeks of learning at South Gloucestershire and Stroud College, Filton Avenue, Bristol, BS34 7AT.

**What we need from you:**

* You will ideally hold a minimum of GCSE A\*-C (or Grade 4-9) or equivalent qualification in English and Maths.
* Ideally, you will have good IT skills in the use of Microsoft packages, such as Microsoft Office, Outlook, Word and Excel.
* You must have the drive and willingness to learn new things and be committed to gaining your qualification.
* You should be able to demonstrate excellent communication skills, being confident to handle contact channels that include telephone, email and face to face situations.
* Ideally, you will have experience of basic financial procedures e.g. petty cash, invoicing etc.

**Things we need you to know:**

All candidates that successfully reach the interview stages will be required to provide a 10 minute presentation as part of the recruitment process. Candidates who do not provide a presentation at interview will not process through the recruitment process.

The salary for this apprenticeship is set at the current National Minimum Wage;

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| --- | --- | --- |
| **Age** | **Hourly Rate** | **Annual Salary** |
| Aged 21+ | £11.44 | £22,071 |
| Aged 18-20 | £8.60 | £16,592 |
| Under 18 | £6.40 | £12,347 |

College attendance requires weekly day release learning for 12 weeks at SGS College, Filton Avenue, Filton, Bristol, BS34 7AT.

SGS college have elected to deliver the on-programme learning using the Level 3 Diploma for the Business Administrator. There are 7 mandatory units and one relevant optional unit to complete.

As part of this training route you do need to undertake a basic skills assessment as part of the selection process. These will be emailed to you by the training provider, SGS College.

You’ll be completing a Level 3 Business Administrator apprenticeship which will provide you with a highly transferable set of knowledge and skills, which you gain by working for us. These are the units you’ll get to learn;

• Principles of Business Administration

• Personal and Professional Development

• Managing Performance

• Your Organisation

• Communication in a Business Environment

• Project Management

• ICT for Business

When you aren’t learning with SGS college, the rest of your time will be spent with us learning on the job.

In addition to your workplace mentor, you will also be allocated an assessor by SGS college, who will complete regular reviews with you. These reviews are simply to make sure you are on track and happy.

This apprenticeship also requires you to complete an end point assessment which will see you demonstrate what you have learned as an apprentice and how it can be applied in any other organisation. This will be another chance for you to shine!

The end point assessment consists of a Knowledge test (60 minute multiple choice question test), Portfolio-based Interview (30-35 minute interview) and Project Presentation (10-15 minute presentation on a completed project that follows with a 10-15 minute Q&A session).

Sound scary? Don’t worry, we and your assessor will give you plenty of support and encouragement to ensure you are prepared and confident to complete this stage. We also have plenty of apprentices here that can give you tips and help ease any nerves or concerns, because they have done it themselves!

We understand this is a lot of information and this apprenticeship might not be for everyone, but if you’ve read the above and are still excited about this opportunity we would love to hear from you.

**How a career at South Gloucestershire Council is different**

We value our staff as individuals, investing in their careers and we are recognised for the quality, breadth and depth of our **training and development** offer, which helps make the greatest long-term difference in work.

We recognise that our **diverse team** of skilled and dedicated people make us a great place to work. We welcome applications from everyone and ensure that individuals are selected, promoted and developed on the basis of their merits and abilities.

Our teams at South Gloucestershire Council are making a real difference to the lives of people who live, work and learn here.

* We're building and shaping communities which people are proud of
* We're planning for the future; building and improving the roads, railways, schools, green spaces, and houses.
* We’re providing essential services across our communities to ensure they are safe and well maintained.

We've achieved a great deal, but we need talented and dedicated people to ensure we continue to make a difference.

**We’re making a difference, be part of it!**